



The German Safer Internet Centre and klicksafe's Awareness Raising for Young People

16.9.2019, Warsaw

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Mehr Sicherheit im Internet durch Medienkompetenz

Safer Internet Centre Germany

Awareness Centre:

klicksafe.de

LMK
Landeszentrale für
Medien und Kommunikation
Rheinland-Pfalz

LANDESANSTALT FÜR MEDIEN NRW
Der Meinungsfreiheit verpflichtet.

Hotlines:

internet-beschwerdestelle.de

eco FSM

**JUGEND
SCHUTZ.NET**

Helpline:

Nummer**gegen**Kummer



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klicksafe.de

Content



Marketing



Network



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► Helpline: Nummer gegen Kummer

- Helplines services that are **easily accessible** (free of charge, confidential/anonymous) are a key element of keeping young people safe online.
- Whenever something goes wrong, helplines are there to **listen and to support** in finding a suitable solution for the individual situation – this helps to prevent further harm.
- **Helpline data** show that cyberbullying is the issue which helplines are dealing with most often (Insafe data April-June 2019):
 - Cyberbullying 16,6%
 - Potentially harmful content 9,7%
 - Love/relationships/sexuality online 9,6%
- **Advice for Parents Helpline “Parents Telephone”**
 - Nr. 1 Reason for calls: excessive use followed by “to navigate through their kids’ online life” and „good sources of information“

The screenshot shows the homepage of jugendschutz.net. The header includes navigation links: About jugendschutz.net, Partners, Legal Notice, a search bar, and a language selector set to Deutsch. The main banner reads "Allow children and young people to grow up well in a digital world".

Left Sidebar:

- Homepage**
 - Make a report
 - Hotline procedures
- Youth protection today**
 - How we work
 - Legal basis
- Reduce online risks**
 - Cyberbullying and sexual harassment
 - Self-harm behavior
 - Political extremism
 - Sexual exploitation
- Reports and other materials**
 - Annual reports
 - Flyers and brochures

Main Content Area:

- REPORT: Young people safe in social media services?**

Children and young people are often defenseless and unable to escape cyberbullying, hate speech and violence in social media services. This is what jugendschutz.net's latest report reveals.

Read more in [report](#)
- REPORT: Improve the protection of children and young people on the internet**

In 2017, jugendschutz.net checked more than 100,000 internet destinations for violations of youth protection laws and recorded 7,513 cases of illegal content. Please click Annual Report for more information.

Read More [Annual Reports](#)
- EXTREMISM: Right-wing extremism online**

From openly cruel to subtle: In order to win over young people, right-wing extremists exploit all popular social media platforms to also spread their propaganda on the internet and create a 'world of experience'.

Read more [Political extremism](#)
- BROCHURE FOR PARENTS: Gutes Aufwachsen mit Medien – Smart Home**

Experts provide tips for a safe use of smart devices. With a colorful paper cell phone, a paper laptop with information and a password key sticker.

Read more [Flyers and brochures](#)
- VIDEO: INACH film against Hate Speech**

Moni the Cat was loving the internet, but suddenly she found hate. To see the film by the International Network Against Cyber Hate (INACH) go to: hass-im-netz.info
- EXTREMISM: Islamism on the Internet**

From GIFs and Emojis attracting young users up to apps especially for kids: This is how Islamists use services and functions specifically popular among young people and children in order to spread their ideologies tailored to their target audience.

Read more [Political extremism](#)

Right Sidebar: jugendschutz.net's Websites

- Klick-Tipps**: A colorful illustration of children playing.
- Sicher chatten!**: A graphic showing a smartphone and a chat bubble.
- Chatten ohne Risiko**: A graphic showing a smartphone and a chat bubble.
- Hass im Netz**: A graphic showing a smartphone and a chat bubble.
- App-geprüft**: A graphic showing a smartphone and a chat bubble.

internet-
beschwerdestelle.de

About us

Complaint

Partners

INHOPE

eco

FSM

Advice



[Home](#) > Complaint

How to submit your complaint

Please find below illustrations on important web services about which you may file complaints.

What happens to my complaint?

When you submit a complaint to the „Internet-Beschwerdestelle.de“, it is judicially examined at first. If the reported content violates relevant Youth Protection or Criminal law, the operators of "internet-beschwerdestelle.de" can initiate further steps to remove the content:

Content providers are directly contacted and requested to adjust the reported content. Alternatively, the hosting provider can be asked to remove the subject matter. In serious cases, the complaint can be anonymized and forwarded to the appropriate public agency.

Complaints about illegal online content that is not located in Germany are transferred to the responsible INHOPE hotline by eco

Internet services

WWW

The World Wide Web is the most famous internet service. You have access to about 4 billion individual web sites via the www. These sites can be accessed through their addresses (URL=uniform resource locator).

[File a complaint about WWW](#)

E-Mail, Spam



Legal basis:

- JuSchg and JMST
- KJM as central sanctioning authority, BPjM: index list
- Classification of content – age limits etc.

Network enforcement act:

- fights hate crimes in Social Media

Voluntary Self-Regulation:

- Commitment to meet standards in the protection of minors
- FSM as mitigator between industry and regulation

▶ Klicksafe: Awareness Raising for Young People

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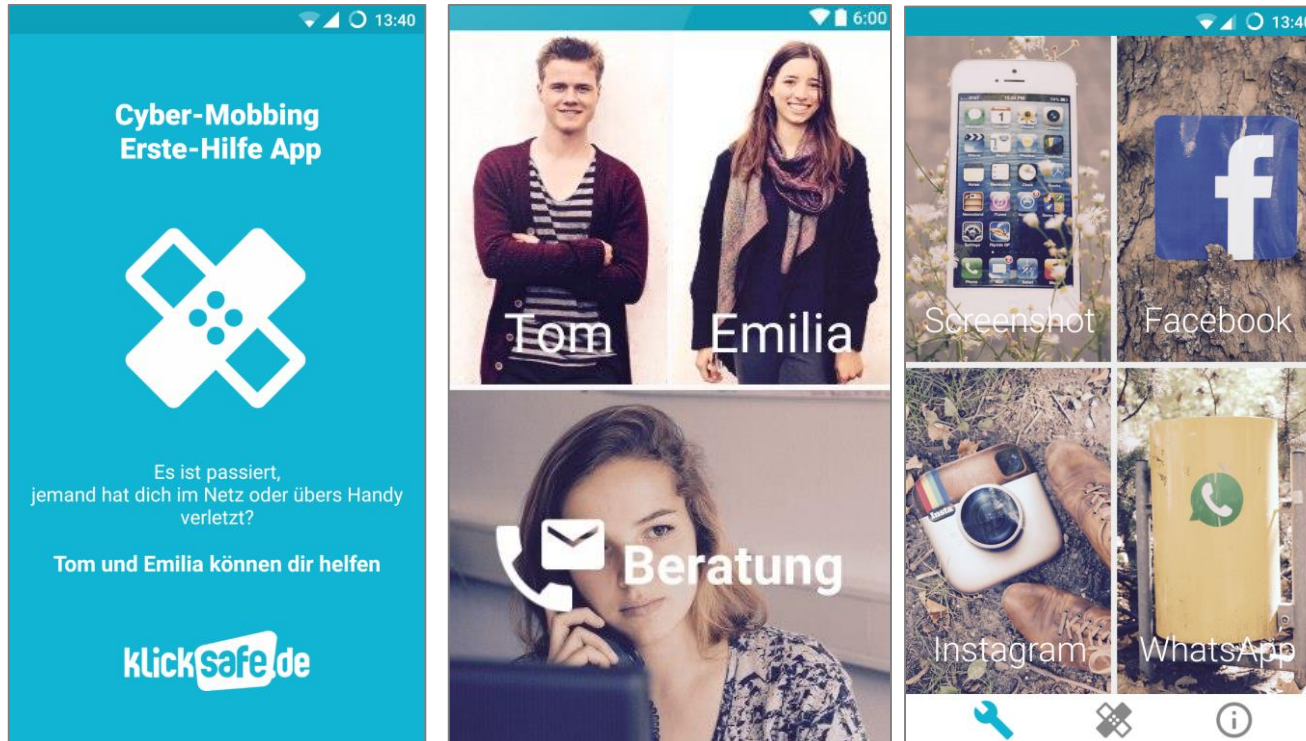
klicksafe.de

A voice for youth!

- **Children's Panel:**
10 – 14 years
- **Youth Panel:**
14 – 17 years
- meet on a regular basis
- are involved in production of content
- are connected on EU-level



Cyber-Bullying First-Aid-App



- ▶ based on helping videos (choice between boy or girl as a guide) and tutorials (report, delete, make screenshots, contact points)
- ▶ available for Android and iOS, German and English versions

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- We address the young people directly via quizzes
- They have the possibility to test their knowledge directly
- More information about the topic can be found on the links below the quizzes
- The quizzes can also be used in classes and also shared with friends via facebook or twitter

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What actually is TikTok? Why do so many young people play Fortnite?
And what problems do students in WhatsApp class groups have to deal with?
These and other topics are discussed in the current klicksafe video series.

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The goal of the klicksafe video series is to attract attention and provide young people with an understanding of the topics.

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► Other initiatives, links to related topics

- **Support for young people:** jugend.support is an advice and support website addressing kids of 12 years and older:
<https://jugend.support>;
<https://www.betterinternetforkids.eu/de/web/portal/practice/awareness/detail?articleId=4392949>
- **Juuuport:** peer counselling platform:
<https://www.juuuport.de/beratung/>
- **Legal Basis of Youth Protection:**
<http://www.jugendschutz.net/en/legal-basis/>
- **Federal Ministry of Justice and Consumer Protection: Network Enforcement Act**
https://www.bmjjv.de/DE/Themen/FokusThemen/NetzDG/NetzDG_EN_node.html

► Other initiatives, links to related topics

- **Commission for the Protection of Minors:** <https://www.kjm-online.de/en/>
- **Federal Review Board for Media Harmful to Minors:** <https://www.bundespruefstelle.de/bpjm/meta/en>
- **Hans-Bredow-Institut: Research for the Media Society** <https://www.hans-bredow-institut.de/en>
- **JFF research investigates media appropriation of children and young people with a focus on media education:** <https://www.jff.de/ueber-uns/hinweis-englisch>

Thank you for your attention!

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